



## Universal Services of America Fact Sheet

### About Universal Services of America (USA)

Universal Services of America (USA) provides a full range of building services including janitorial, maintenance and security throughout Arizona, California, Colorado and Washington. Founded in 1965, USA delivers consistent premium services by recruiting and retaining superior employees and management through continuous training, empowering each team member and promoting from within. USA's customized services combine innovative approaches to traditional tasks, technology and communications to serve the Class "A" office buildings, high-rise and low-rise buildings, corporate campuses, mixed use facilities, retail centers, industrial/manufacturing complexes, gated communities and government facilities. Headquartered in Santa Ana, CA, Universal Services of America (USA) includes one of the 10 largest security firms Universal Protection Service (UPS), UPS Security Systems and UPS Fire/Life Safety Services. (PPO# 14417)

For more information go to [www.universalpro.com](http://www.universalpro.com)

### About Universal Protection Service

Founded in 1965, Universal Protection Service (UPS) combines an innovative mix of tradition with cutting edge systems and technology to keep pace with the ever-evolving needs of today's business environments. Headquartered in Santa Ana, Calif. with offices located throughout Arizona, California, Colorado and Washington, UPS employs hands-on, highly experienced management teams and continuous training to deliver consistent, high quality security solutions. UPS is a division of Universal Services of America, which also includes Universal Building Maintenance, UPS Security Systems and UPS Fire/Life Safety Services. (PPO# 14417)

For more information visit our web site at [www.universalpro.com](http://www.universalpro.com).

### About Universal Building Maintenance

Originally Founded in 1965, Universal Building Maintenance (UBM) combines an innovative mix of environmentally preferred cleaning programs, utilizing green cleaning processes and equipment, GS-37 approved chemicals and state of the art technology to keep pace with the ever-evolving needs of today's business environments. Headquartered in Santa Ana, Calif. with offices located throughout Arizona, California, Colorado and Washington, UBM employs hands-on, highly experienced management teams and continuous training to deliver consistent, high quality janitorial solutions. UBM is a division of Universal Services of America, which also includes Universal Protection Service, UPS Security Systems and UPS Fire/Life Safety Services. (PPO# 14417)

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## About UPS Security Systems

Universal Protection Service (UPS) maintains a complete in-house engineering and CAD department and 24-hour support team, expert installation crews and strategic partnerships with leading manufacturers. Through our Fortress and SiteControl offerings, we provide a comprehensive suite of security services, which include access control, surveillance, fire alarm management, intrusion detection, parking equipment, physical security and visitor management. UPS offers solutions for every building and market designed to suit the needs of customers in any market or property type. Headquartered in Santa Ana, Calif. with offices located throughout Arizona, California, Colorado and Washington, UPS Security Systems experienced management systems professionals deliver consistent, high quality security solutions. UPS Security Systems is a division of Universal Services of America, which also includes Universal Protection Services, Universal Building Maintenance, UPS Security Systems and UPS Fire/Life Safety Services. (PPO# 14417)

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## Corporate Facts

- Privately-held with annual combined revenues of nearly \$200 million
- Employing nearly 6,000 highly trained service staff

## Our Mission . . .

We provide unmatched service and solutions by creating and cultivating partnerships with our professional service employees and clients.

## Universal Services of America Service Difference

More than a vendor we're proud to be a resource. Part of our constant communication with clients is a steady flow of relevant information. We provide training seminars for tenants and our Client Advantage Seminars, hugely popular with our customers; have included Identifying and Preventing Workplace Violence, Terrorism Preparedness, Communicating for Success and Break-Through Customer Service training conducted by industry leading service providers.

Universal Services of America offers an expansive range of facility services including janitorial, maintenance and security solutions for properties of every type including:

- Office Buildings
- Corporate Campuses
- High-rise and Low-rise Buildings
- Mixed Use Facilities
- Retail Centers
- Industrial/Manufacturing Complexes
- Hospitals
- Gated Communities
- Government Facilities

## Nationwide Capabilities

Universal Services of America through partnerships with organizations such as the TransNational Security Group LLC, a partnership of leading regional security companies combined to form one of the largest security organizations in America. Our partners maintain branch offices from coast-to-coast and regional ownership in all areas of the country to offer our clients a national partnership of quality regional organizations is the only logical alternative to large national contractors. In addition, as part of our original goal to benchmark best practices, we have developed a certified, documented and audited service delivery model that incorporates consistency in the areas of employee screening and selection, fringe benefits, training and development, operations and quality assurance.